



## Introducing Virtual Dental Care

### A New Option for Urgent Dental Care

To assist you during the COVID-19 pandemic, Cigna has made Dental Virtual Care available so that you can speak with a dentist about urgent dental care needs from the comfort and safety of your own home.



### Convenient Dental Consults at Home

Cigna Dental Virtual Care is available 24 hours a day, seven days a week **through May 31, 2020**.

If you need dental care and are unable to reach your regular provider, you now have the option to consult with a dentist through a video call.

While recommended that you contact your dentist first to see if they can provide virtual care, Cigna recognizes that this may not always be possible. That's why they have partnered with The TeleDentists, a virtual dental care company. The TeleDentists connects you with a licensed dentist who, through a video call, can help address urgent dental situations like toothaches, infection, swelling, bleeding, and more. They can also prescribe medication to be filled at your local pharmacy, if necessary.

### How to Access Cigna Dental Virtual Care

If your dentist is unable to assist with your urgent dental care need, simply log onto your [myCigna.com](https://myCigna.com) account and follow the prompts to the virtual care portal.

You must connect to the portal via your myCigna.com account in order to use the service without having to enter a payment method.

- Once you've entered the online portal, you will be prompted to create an account on "the TeleDentists" website, and provide basic information.
- You will be prompted to download and install a video chat application, and then confirm whether you want to see a dentist now or schedule an appointment for a later time.
- When you are ready to consult with a dentist, you will enter a virtual waiting room where a dentist will connect with you in ten minutes or less. (*note – wait times may be longer due to increased demand*)

### Questions?

For more information, please contact Cigna's customer service at **1-800-Cigna24** or chat online with a Cigna customer service representative through your online account at [myCigna.com](https://myCigna.com).